

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Farrington Care Homes Limited	
The provider was registered on:	27/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hillcroft Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/11/2018
	Responsible Individual(s)	Kiran Nathwani
	Manager(s)	Rebecca Taylor, Alison Griffiths
	Maximum number of places	25
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff are observed by senior staff and management to identify gaps in competency and ensure they are addressed through further training. Training is reviewed as part of supervision and appraisal, or requests for training can be raised at any time by staff. We employ a trainer to come in and deliver face to face training throughout the year in mandatory subjects and we use an online training company to fill in any gaps.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited via advertisement on Indeed, following the recruitment policy of the organisation. The manager implements strategies to ensure staff feel valued and that their opinions are heard. This supports staff retention, even though this is difficult in the current climate. Staff are encouraged to pursue training to advance to higher positions within the company. All staff are paid living wage or above. We also sponsor overseas staff, which helps with recruitment.

## Service Profile

### Service Details

Name of Service	Hillcroft Residential Care Home
Telephone Number	02920563669
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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### Fees Charged

The minimum weekly fee payable during the last financial year?	820.47
The maximum weekly fee payable during the last financial year?	1239.00

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The manager holds regular meetings with people who use the service to discuss their thoughts and feelings and allow them to have input in decisions that affect them. The manager is readily available to people who use the service should they wish to discuss anything outside the scheduled meetings. The manager and staff have good relationships with families of people who use the service and there is an open door policy. Families are invited to celebrate events with their loved ones and also to visit and join in with the activities of the home. There is a family group on social media where information is shared by the manager and staff. The homes use questionnaires to obtain feedback from people who use the service, as well as their families, and suggestions for change are welcomed.

### Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home has a garden which includes a patio area, with covered seating. This leads onto a tree lined lawn area where people using the service can sit and enjoy watching the variety of birds and squirrels that visit. The garden can be used by individuals and their visitors during warmer months, to enjoy afternoon tea in the sun shine.
Provide details of any other facilities to which the residents have access	People using the service have access to use of a professional standing hairdryer, to be used by the visiting hairdresser, to allow them to have a professional hairdressing experience.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	White boards, objects of reference, body language, gestures.

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People are supported to feel that their voices are heard through regular interaction with staff and management. Care plans are adapted to suit the preferences of the individual and effort is made to obtain as much information about the person as possible, to ensure that care is delivered in a person centered way. The activities schedule is developed with input from people using the service and there is flexibility to change according to their preferences. People have the choice of what they eat, from 2 options on the menu, but due to the smaller size of the service the cook is able to adapt at short notice to ensure that individuals eat something they enjoy. There is the choice to eat in dining areas, in front of the television or in your own room. People using the service are supported to go to bed and get up when they prefer. People using the service have input into how their room is decorated and they can bring their own furniture with them if they prefer.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The manager seeks regular feedback from people using the service through questionnaires and during regular meetings. Feedback is very positive and people using the service seem happy and they have good relationships with staff at the home. Staff at the home support people using the service to socialise and engage in activities of their choice. The home employs a specialist fitness instructor to deliver weekly sessions to promote people's fitness and mobility. The manager is able to refer directly to the OT or physiotherapist for any concerns regarding individuals mobility.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has a robust safeguarding policy which is kept up to date with current legislation. The manager operates in an open and transparent way, encouraging people to raise any issues or concerns directly with them or the deputy manager. All staff have undertaken recent safeguarding training and are aware of good practise guidance along with the policies and procedures of the home. The manager is aware of safeguarding protocols and keeps a record of details of any concerns raised. Staff are informed of the safeguarding policy during induction and there is a section in the staff handbook that tells them what to do if they have any concerns.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Hillcroft provides a welcoming, homely environment with a warm atmosphere and staff demonstrate a caring approach to people using the service, making them feel part of the home. People using the service are supported to access input from professionals and attend appointments. The home has good relationships with the local GP surgery and the nurse practitioner visits to monthly undertake health clinics. The home has a chiropodist who visits every six weeks at a very reasonable charge. The manager is able to make direct referrals to the mental health liaison team and the elderly care assessment service, for any concerns regarding a deterioration in mental health or frailty. People using the service are referred to the GP or dietician for any concerns regarding dietary intake or weight loss. The manager and staff support and encourage families and friends to visit regularly and have involvement with the care and support planning, in order to ascertain what is important to the individual and support them to achieve their outcomes. Staff get to know individuals well and support them to ensure they have choice in all areas of daily living. The manager promotes voice choice and control throughout the service. The home has good connections with advocacy services at MHFA Wales and age connects.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All above training has been completed by the current manager and is in date. Level 3 Food hygiene management was completed in 2021.	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

**Deputy service manager**

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

**Filled and vacant posts**

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy manager is trained to QCF level 5 and has completed up to date training in all mandatory areas.

**Contractual Arrangements**

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior staff are trained to QCF level 3 or equivalent in health and social care. Senior staff also undertake training in first aid, fire safety, person centred care, communication, MCA DOLS and falls awareness. Other topics can be covered according to the needs of the people the homes supports, by arrangement between the manager and the company trainer.
<p><b>Contractual Arrangements</b></p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p><b>Typical shift patterns in operation for employed staff</b></p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 8am to 5pm, 7 staff, including 1 or 2 senior carers. Evening shift - 5pm to 9pm, 3 staff including 1 senior. Night shift - 9pm to 8am, 3 staff including 1 senior.
<p><b>Staff Qualifications</b></p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p><b>Filled and vacant posts</b></p>	
No. of staff in post	13
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	7
Infection, prevention & control	9

Manual Handling	8
Safeguarding	12
Medicine management	0
Dementia	9
Positive Behaviour Management	7
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care staff also undertake training in Fire safety, D OLS, person centred care, falls, dignity, pressure care and use of PPE.
<b>Contractual Arrangements</b>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 8am to 9pm, 3 care staff, 1 senior Night shift - 9pm to 8am, 3 care staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	3
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2



Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Domestic staff also undertake fire safety training.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;">Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1

Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	1 maintenance man
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The maintenance man is also a trained Fire marsh all.

### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

### Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

### Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0